




CPS-IPMA DISTRIBUTE \$90,000 IN GRANTS

Grants Fund Innovative and Unique HR Initiatives

The 2003 CPS Human Resource Services and International Public Management Association (IPMA) grant recipients have been selected. The recipients are: the City of Kansas City, Missouri, the City of Palo Alto, California, and the California State Department of Housing and Community Development.

Grant committee members selected the three recipients out of nineteen total proposals submitted. The grants are awarded to local and state government agencies who propose projects that embody the attributes of quality, fairness, and equity, are solutions to organizational needs, are innovative and unique, are a linkage to their organization's future goals and strategic plans, have measurable results, and will be a model for use in other agencies.

The City of Kansas City, Missouri, received a grant for the Human Resources SCORE Initiative.

 The HR-SCORE Initiative will be a human resources service quality program and performance measurement system. This program will develop a human resources scorecard measurement system to assess identified HR strategic service competencies and outcome measurements. In addition, it will link HR-related strategic service competencies with departmental productivity measurements. This will

allow for current service quality assessments and give way to developing action plans for problem areas.

The City of Palo Alto, California, was awarded a grant for the Municipal Management Assistants



Exchange Program (MMAEP). This program will involve local governments in Santa Clara and San Mateo counties.

The agency participants agree to exchange Municipal Management Assistants for a time period of six to nine months in an attempt to increase their professional growth and career potential.

The California State Department of Housing and Community Development received a grant for the



Promotional Readiness Self-Evaluation Tools Project. Two types of study aids for career advancement will be created through this project. One study aid will

be a battery of practice tests to serve as a tool to prepare for oral or written job examinations. The second study aid will be an interactive audio media which will be a primary tool for practicing for oral interviews.

CPS Human Resource Services and IPMA would like to congratulate the three grant recipients and thank all state and local government agencies who submitted grant applications. For more information on the CPS-IPMA grant program, visit www.cps.ca.gov.

HR ACADEMY KICKED OFF CLASSES IN OCTOBER 2003

In conjunction with California State University, Sacramento, College of Continuing Education, CPS has successfully completed its first of five courses offered in the HR Academy Certificate Program. The first course, The Fundamentals of Human Resources, was offered on October 16, 2003.

The eight-hour course focused on the overview of sub-disciplines in human resources and their inter-relationships, roles of a human resources professional, public sector culture, politics, ethics, human resources as a partner in promoting organizational goals, basic public sector employment laws and regulations, and human resources technologies.



"People will find these classes to be stimulating, challenging, and a wonderful learning environment. This is an opportunity for HR professionals to ponder all types of possibilities. Students acquire

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PAMELA STEWART



JERRY GREENWELL



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LETTER FROM THE EXECUTIVE TEAM

Improving public sector human resources is one of our main missions at CPS. As a public agency ourselves, we continue to look for ways to reinvest in the HR community and help the public sector develop new and innovative ways for delivering human resources. Two ventures that have proven successful are the HR Academy Certificate Program and the Public Sector HR Grant Program developed in conjunction with IPMA. CPS has also made significant financial investments in studying workforce planning and "Human Capital" issues facing public agencies nationwide.

As you will read in the newsletter, our employees are committed to meeting the needs of our clients and those in the public sector. If one of our stories sparks your interest or if you are interested in learning about some of the ways CPS invests in the HR community, call us at 916.263.3600.

Most importantly, thank you for being our client and partner.

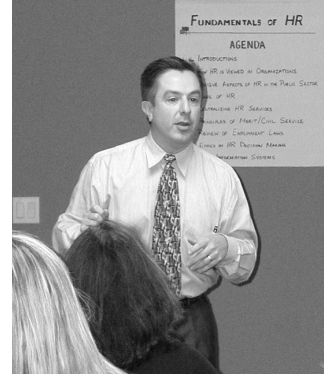
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several techniques to take back and be immediately utilized in any agency," said Patrick Ibarra of Mejorado Group and the instructor for The Fundamentals of Human Resources.

Four additional HR core courses will be offered during the fall and winter. Courses still available include:

- **Classification and Compensation**
November 19 & 20, 2003
- **Examination Development**
December 9 & 10, 2003
- **Recruitment and Examination Administration**
January 15, 2004
- **Employee Relations**
February 5, 2004

Courses are offered individually for CSUS Continuing Education Units, or complete all five courses in the series within a three-year period to earn a CPS-CSUS HR Academy Certificate. To register for these courses or to obtain more information, log on to the CPS Web site at www.cps.ca.gov and click on the HR Academy link.



"This was a wonderful course since it was geared toward public sector HR. Great overview of a wide variety of topics, and yet each was covered quite well. This has been a long time coming, and it is quite obvious that a lot of time and effort went into this well-thought-out program,"
said Paula Brusig HR Analyst for the City of Rocklin and a student of the HR Academy.

CPS EMPLOYEES CELEBRATE SERVICE ANNIVERSARIES

Each year, CPS recognizes employees who have reached major anniversary milestones with the agency. This year CPS is recognizing nine employees who are celebrating five, ten, and fifteen years of service with a luncheon in their honor. "Our employees are our greatest asset, and their commitment to CPS is very much appreciated," said Pam Stewart, Executive Director for CPS. Congratulations to the following employees on their service anniversaries:

- **Five Years**
Kathleen Grace, Local Government Services
Charlene Harris, Local Government Services
Jeanette Lambert, Operations and Management Services
Danny Williams, Test Administration Unit
- **Ten Years**
Sandy Ebert, Test Rental Unit
Matt Gruver, TSA Unit
Connie Hammons, Test Administration Unit
- **Fifteen Years**
Ed Cole, Executive Team
Audrey Walker, TSA Unit

CPS extends a heartfelt thanks and congratulations to all the Service Award recipients!

CPS TO PROVIDE HR SERVICES TO SMALL AND RURAL COUNTIES THROUGH NEW HR ALLIANCE

National HR Alliance, a coalition of HR providers including CPS Human Resource Services, was recently selected by The National Association of County's Financial Services Center (NACo FSC) as a private sector partner to provide human resource services to small and rural public agencies.

As a result of a survey of counties with populations fewer than 50,000, NACo FSC., determined that there is a distinct need for human resource assistance in small and rural counties. "Very few of these counties have personnel available to handle the everyday human resources tasks including payroll, benefits management, recruitment, testing, and training," said Mertianna Georgia, CPS Senior Manager for Local Government Services.

The National HR Alliance responded to a NACo request for proposal to provide services to these rural counties including development of personnel and policy manuals, diversity and workplace training, salary and benefit comparisons and best practices, pay plan consultation, employment testing, recruitment and background checks, health, safety and ergonomic risk management services, payroll services, and voluntary insurances for employees.

As a pilot program, the National HR Alliance will begin providing service in the state of Arizona. Soon they anticipate offering services in other selected states and eventually throughout the United States. For more information, visit www.cps.ca.gov, or contact Mertianna Georgia at 916.263.3600.

INTERPRETER TEST PREPARATION MATERIALS NOW AVAILABLE!

In 2002, the California State Personnel Board (SPB) requested CPS' assistance with their goal of making more qualified Administrative Hearing and Medical Interpreters available to the State. In response to this concern, CPS staff worked extensively with language experts, information technology experts, and our Webmaster to create comprehensive online candidate preparation materials. The collective efforts resulted in the creation of state-of-the-art candidate preparation materials that include the following components:

- General strategies for taking written and oral examinations
- List of knowledge and skills being measured by the exams
- Reference/reading list
- Two sample written tests (60 multiple-choice items)
- Explanation of the keyed answers to the written tests
- Two sample oral tests
- Multiple examples of the oral test performance recorded by certified language professionals

You can access the candidate preparation materials by visiting the CPS Web site at www.cps.ca.gov. For candidates without Internet access, the preparation materials are available in hardcopy with a CD for the audio component. For more information, call 916.263.3600.

CPS SEMINARS ARE "APPROVED FOR CREDIT"

Due to the diligent efforts of the architect of the Seminar Series, Dr. Howard Fortson, the CPS Seminar Series was approved for recertification hours by the Society for Human Resource Management (SHRM). The five topics, Selection Basics, Job Analysis, Multiple Choice Item Writing, Item Analysis, and Interview Construction and Administration, were approved for 6 hours of credit each for the PHR or SPHR recertification through the Human Resource Certification Institute (HRCI). An "Approved for Credit" seal will now be affixed to the completion certificate awarded to each seminar participant at the conclusion of each seminar.

In today's ever-changing HR profession, recertification is indicative of the HR professional's desire to stay current. The CPS Seminar Series helps new analysts strengthen existing skills and learn new competencies, while furthering the knowledge base for journey professionals. Taught by industry experts with extensive experience in the areas of job analysis and assessment, the Seminar Series has been well-received by the human resource community. "To have a prestigious organization such as SHRM approve the topics for recertification goes a long way toward solidifying CPS' dedication to the enrichment of the Human Resource field," said Dr. Fortson.

For more information about or to register for a seminar, contact Dr. Howard Fortson at 916.263.3624 x3049 or via e-mail at howard@cps.ca.gov.



NEW AND IMPROVED DISPATCHER AND ENTRY-LAW TEST SERIES

The CPS Test Rental staff has recently completed a comprehensive revision of its Dispatcher and Entry-Law Enforcement test series. Enhancements include a new, streamlined administration, updated graphics and photographs, and several revised test items. The updates offer clients a quality product and ease of administration while maintaining the ongoing test security and integrity standards that public agencies have come to expect from CPS products.

New Dispatcher and Entry-Law Enforcement tests will be available for rental in fall 2003. For more information on CPS tests, or to review a newly revised test, please call a CPS Test Rental staff member at 916.263.1800.

SIGN-UP FOR AN EMPLOYMENT LAW SESSION

As a public agency, CPS understands the workplace and employment law issues faced by state and local governments. In alliance with employment law attorney, John Adkisson and Team Trainers LLC, CPS offers workplace and employment law training sessions to help agencies focus on preventing problems in these critical areas. CPS is presenting four half-day sessions in November:

Monday, November 3, 2003

- **Session 1:** 8:30 am – 12:00 pm
Pay Attention to Prevention
Sexual Harassment & Retaliation Prevention
- **Session 2:** 1:00 pm - 4:30 pm
Meet you at the Crossroads
Discrimination Prevention & Diversity

Tuesday, November 4, 2003

- **Session 3:** 8:30 am – 12:00 pm
Pay Attention to Prevention
Sexual Harassment & Retaliation Prevention
- **Session 4:** 1:00 pm – 4:30 pm
Don't let it Happen Here
Workplace Violence Prevention

Each session costs \$50.00 and is being held at the Department of Education Building in Sacramento. For further information, please contact Sue Somatis at 916.263.3614 x3054.

241 Lathrop Way
Sacramento, CA 95815

Human Resource Services



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EXECUTIVE SEARCH HELPS PUBLIC AGENCIES FILL KEY POSITIONS

In these critical economic times, public agencies are looking to fill key leadership positions with highly qualified and extremely skilled employees. For more than 17 years, Shannon Executive Search, a division of CPS, has been assisting public agencies in identifying, recruiting, and hiring the best-qualified candidates to fill their senior level positions. Let the experts at Shannon Executive Search fill your next open position. The Executive Search team can be reached at 916.263.1401.

Here are some of the most recent placements:

City of Concord

- Helen Bell, Director of Finance
- Qamar Kahn, Director of Public Works Maintenance Services

Alameda County

- Donald Blevins, Chief Probation Officer

East Bay Regional Park District

- John Escobar, Assistant General Manager for Operations

Los Angeles County

- James Adams, Division Chief, CAO, Director of Employee Relations
- William Lynes, Division Chief, CAO, Director of Compensation

FULL SERVICE. FULLY CAPABLE.

From HR consulting, executive search, and recruitment to providing a full array of customized examinations and test administration services, CPS is the leader in providing quality solutions for your public agency human resource needs.

Visit the CPS Web site at www.cps.ca.gov

Orange County

- Deborah Kwast, Public Defender

City of Livingston

- Gerald Forde, City Manager

City of Long Beach

- Christine Andersen, Director of Public Works
- Gerald Miller, City Manager
- Christine Shippey, Assistant City Manager

To view a complete list of recent placements, explore a current list of searches, or to see about retaining executive search services, visit www.cps.ca.gov/shannon. For more information, call Dave Harris at 916.263.1401.